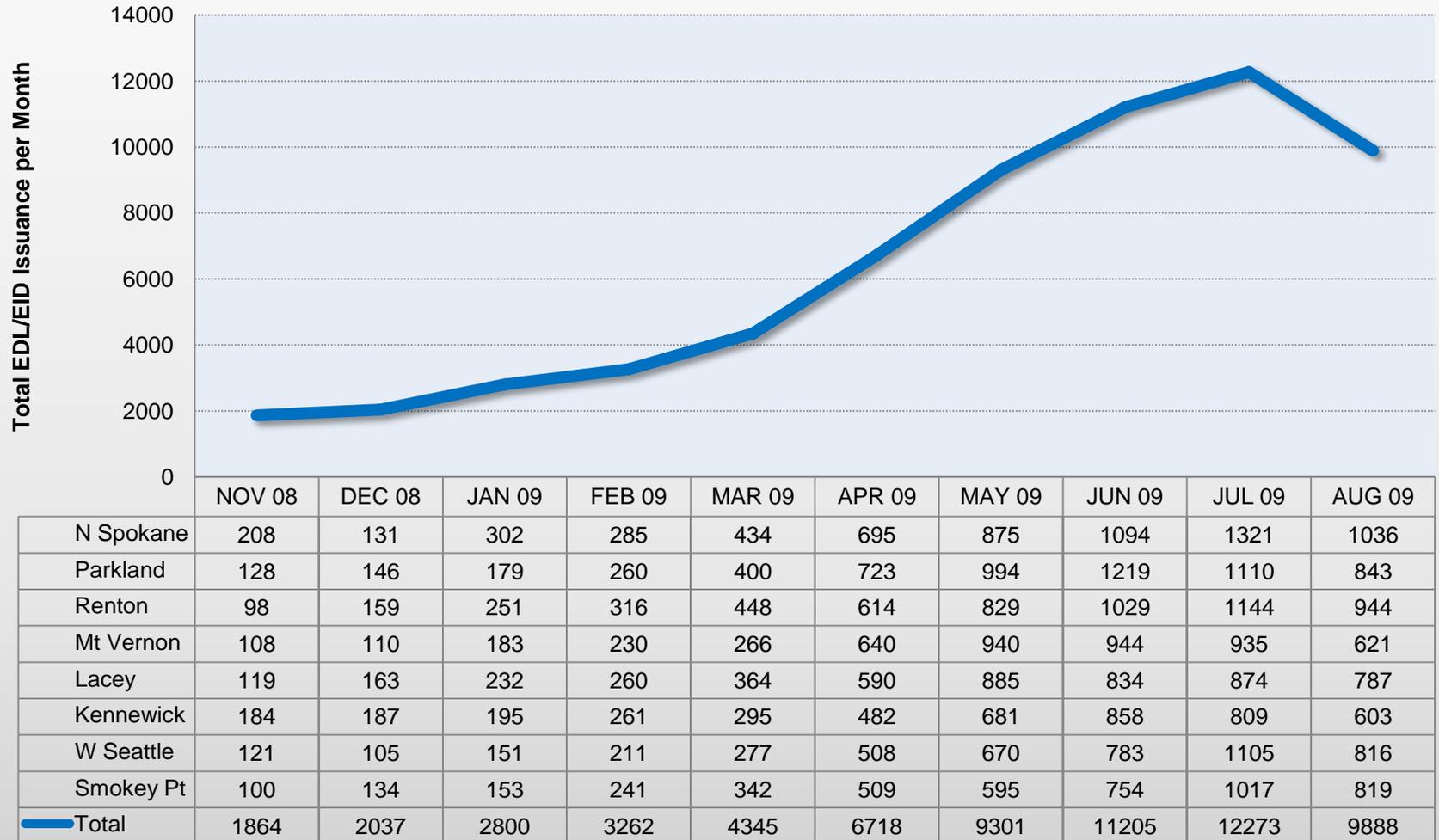


Joint Transportation Committee Presentation

By: The Department of Licensing

Enhanced Driver License

Monthly EDL/EID Issuance, November '08 - August '09



Offices Impacted

▶ Offices Closed

- ▶ Othello – February 2009
- ▶ Auburn – March 2009
- ▶ Greenwood – April 2009

▶ Offices Modified

- ▶ Chelan – Relocated to shared space with City Offices
- ▶ Bellevue – Relocation
- ▶ Greenwood – Create drive test only facility

▶ Offices To Be Closed

- ▶ Kirkland – September 2009
 - ▶ Bothell – September 2009
 - ▶ East Seattle – September 2009
 - ▶ West Tacoma – September 2009
 - ▶ Vancouver Limited Service – October 2009
 - ▶ Yakima Limited Service – October 2009
-



The Office Consolidation Plan

▶ Expand self service options

- ▶ ~~Online and telephone driver license renewals~~ ✓
- ▶ ~~Online and telephone duplicate license~~ ✓
- ▶ **Mail-in driver license renewals** ✓
- ▶ Online address change
- ▶ Online pre-application services
- ▶ Online abstract of drive record

▶ Improved service

- ▶ Shorter office wait times
- ▶ Extended hours
- ▶ Self-service terminals with County Auditors and sub-agents ✓
- ▶ ~~Mobile licensing units~~
- ▶ **Debit/Credit over the counter** ✓
- ▶ Conduct knowledge testing at Driver Training schools (both public and private).

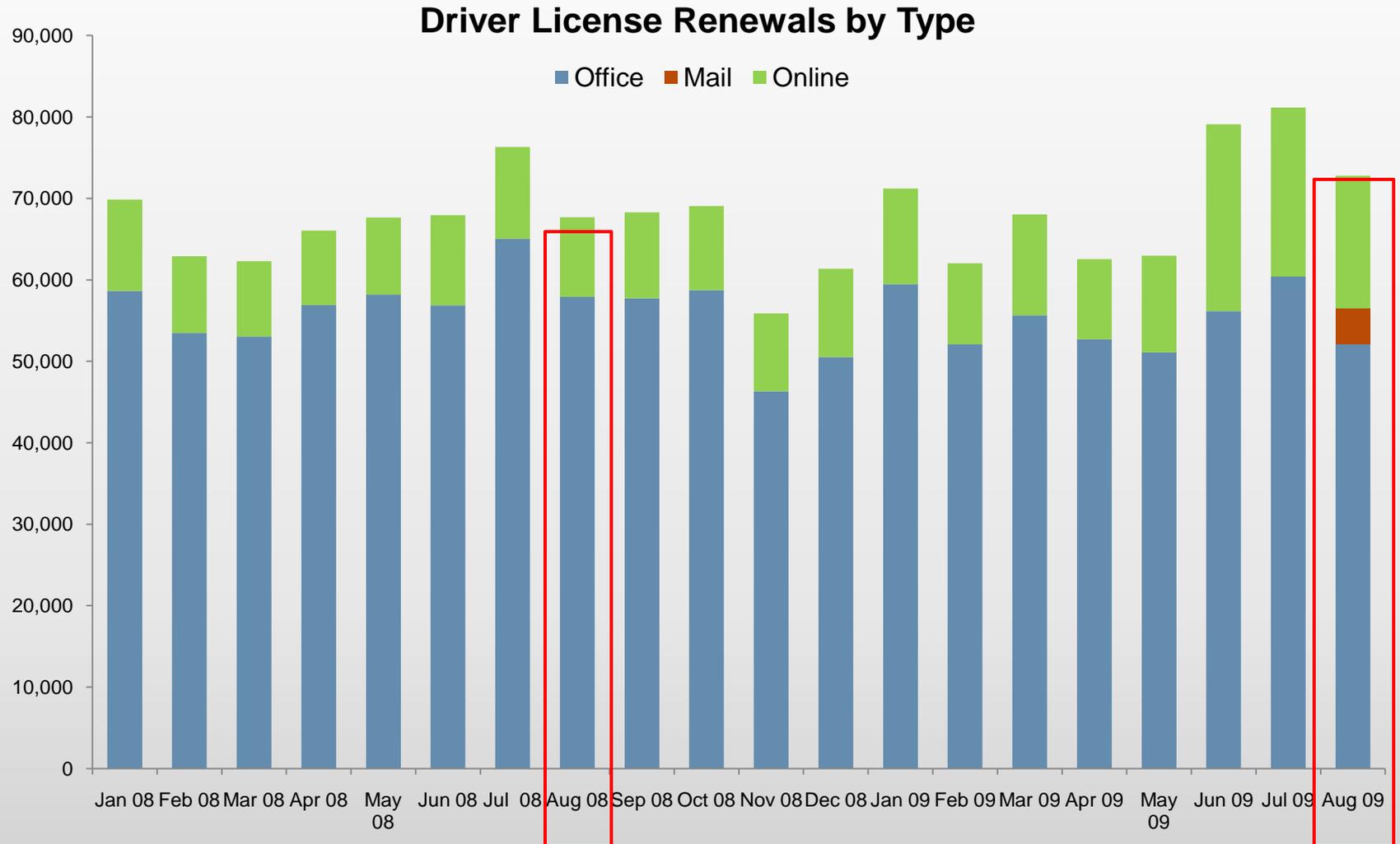
▶ Make policies more customer friendly

- ▶ Renew up to 6 months in advance of expiration ✓
- ▶ Revising policies regarding vision checks

▶ Reduced costs

- ▶ Biennial savings of \$2.6M in the 2009-2011 biennium ✓
- ▶ Biennial savings of \$2.9M beginning in the 2011-2013 biennium ✓

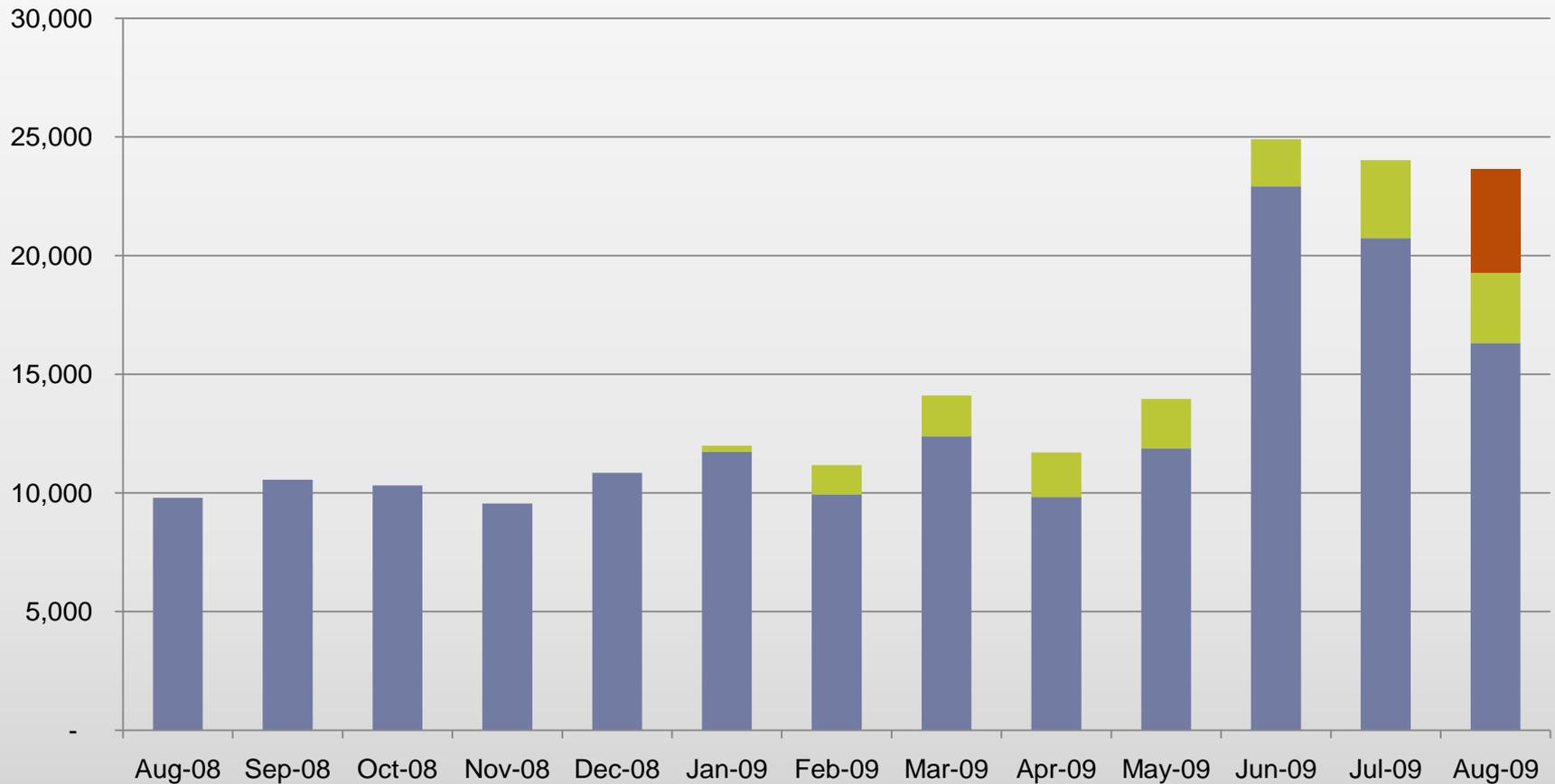
Expand Self-service Options



Expand Self-service Options

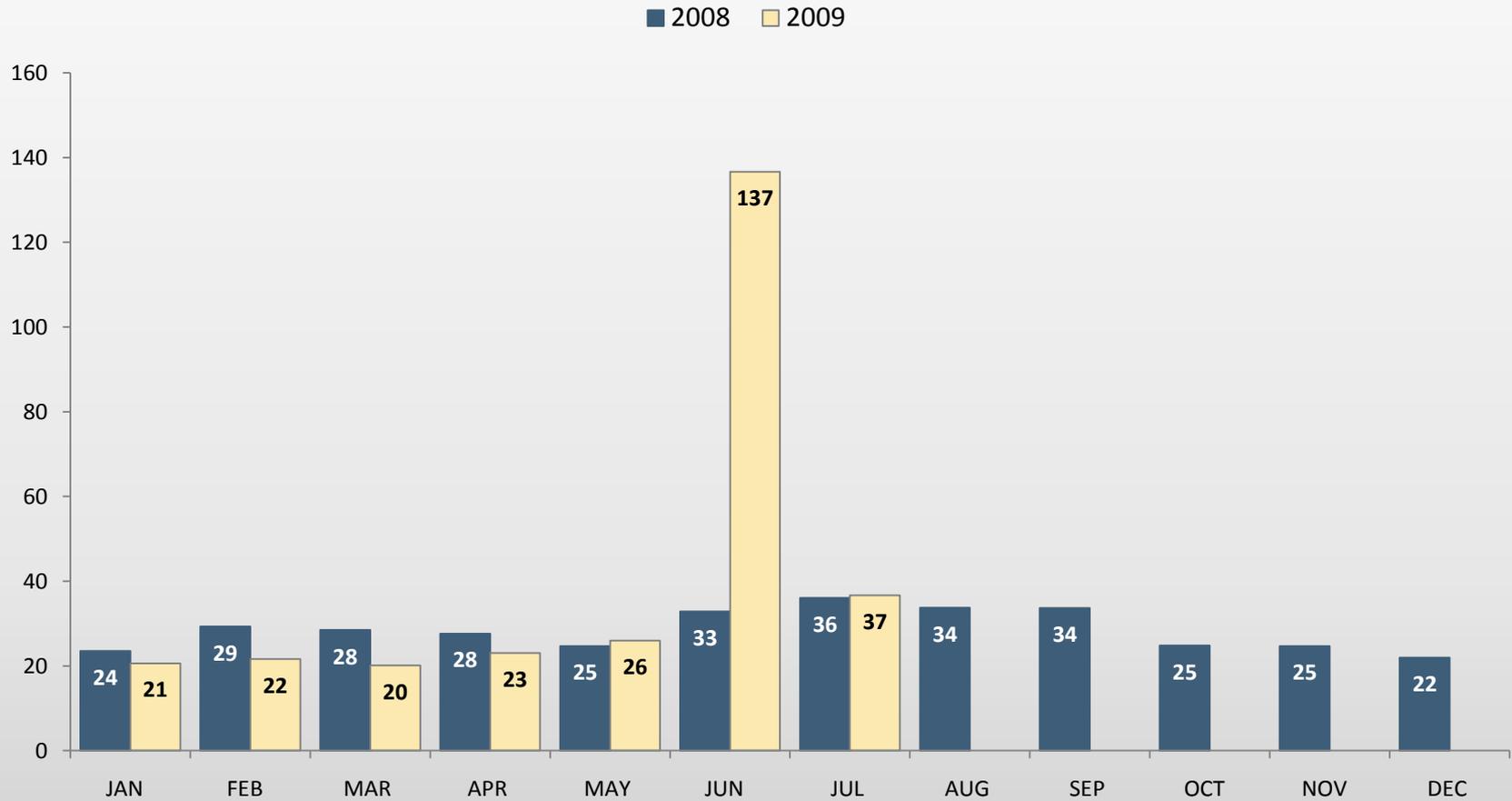
Non-office Transactions

■ Online Renewals ■ Online Duplicates ■ Mail Renewals



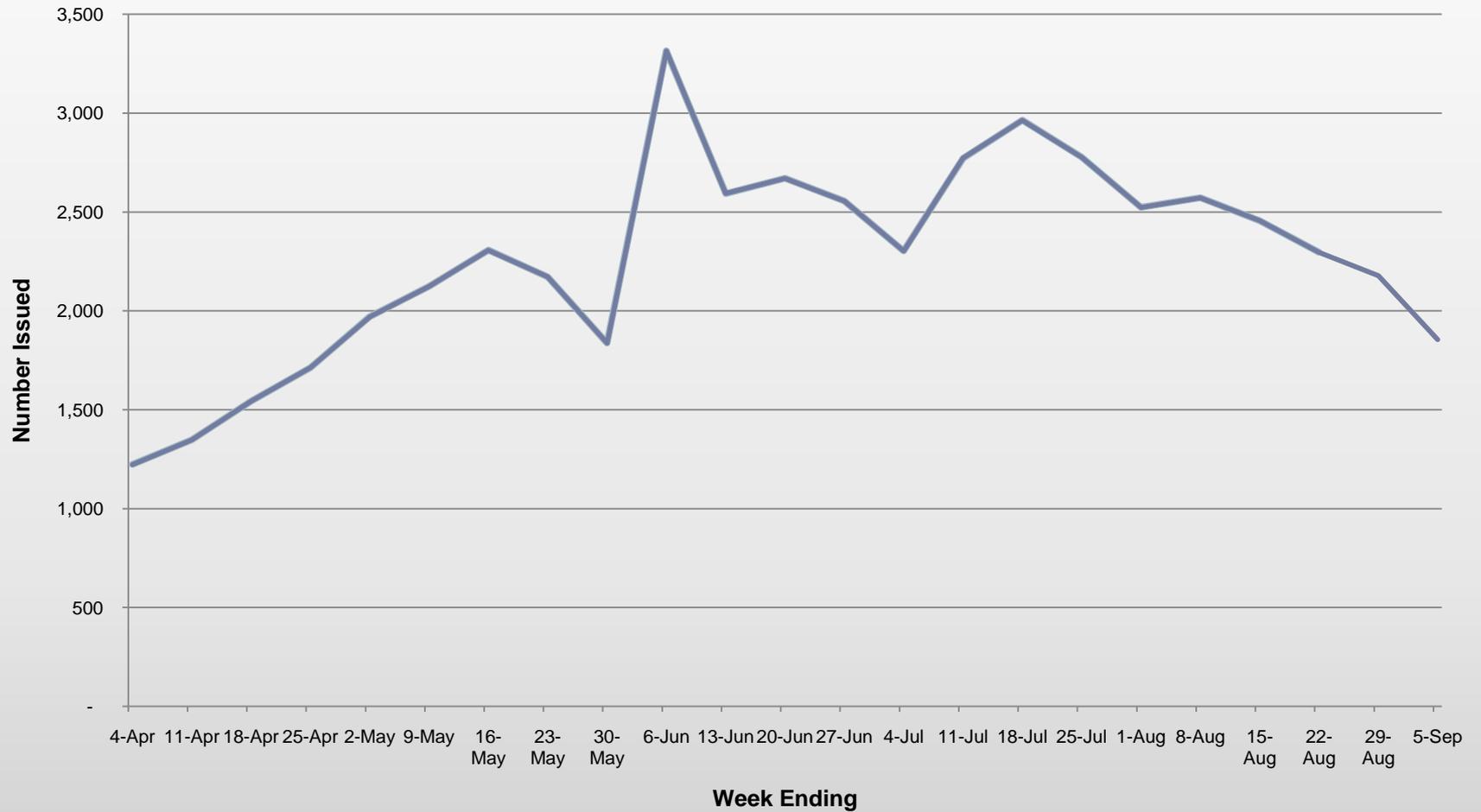
Improved Service

Statewide Average Wait Time Minutes



Enhanced Driver License

EDL/EID Issued by Week



Improved Service



- ▶ **Self-service Stations**
 - ▶ Offers most of our current online-services
 - ▶ Finishing the deployment of the first 50
 - ▶ Co-branded with Department of Labor and Industries
- ▶ **Online address change** – early 2010
- ▶ **Online pre-application services** – early 2010
- ▶ **Online abstract of drive record** – Nov. 2009
- ▶ **Extended hours** – Supercenters this Fall
- ▶ **Conduct knowledge testing at Driver Training Schools** – Pilot scheduled for early 2010